Amendments to the Specification:

Please replace the third full paragraph on page 21 with the following amended paragraph:

If a customer has at least one particular among requesting a prompt visit, requesting [[a]] an excellent technician, having a sense of authority, intimating, taking pride in the enthusiastic fan of the company, having a relative employed in the corresponding company, belonging to a group of livelihood-protection/respect-for-age, taking pride in old products, requesting inexpensive charges, asking questions about guaranteed period, having an insufficient understanding, requesting an accurate visit time, supervising through a third party, withdrawing the service during the technician's visit, etc., the customer falls under the classified type having the expected sensitivity.

Please replace the second full paragraph on page 24 with the following amended paragraph:

For example, as shown in FIG. 6, if the receptionist confirms the code of the classified sensitivity to which the corresponding customer belongs with reference to a [[a]] "a" section of the table showing the particulars of the respective sensitivity types, and inputs the confirmed code on a [[b]] "b" section for inputting the customer's sensitivity, the server network displays the contents of reception for the confirmed code on a [[c]] "c" section of the corresponding screen.

Please replace the third full paragraph on page 35 with the following amended paragraph:

Along with this, the schedule information of the technician selected by the customer is updated with information according to the reservation of the visit ~~timer~~ time period

requested by the customer added thereto, and this updated information is transferred to the

terminal 130 of the corresponding technician.

Please replace the last paragraph on page 50 which bridges pages 50 and 51 with the following

amended paragraph:

Specifically, if only the e-mail address of the customer is entered as the information of

the searched customer, the person in charge selects the message transfer method [[suing]]

using the customer's e-mail address, while if only the phone number of the mobile terminal

150 of the customer is entered as the information of the customer, he/she selects the

message transfer method using the short message service.